

# Novel Coronavirus (COVID-19)

## Los Angeles County Department of Public Health Guidance for Delivery and Pickup of Food

Proper food handling during the preparation, holding, pick-up, and delivery of food is essential in ensuring that the food is safe for consumption. Food facilities along with food delivery drivers play a key role in ensuring that food remains safe for consumers during the delivery process.

### PERSONAL HYGIENE



- Wash your hands with soap and water for at least 20 seconds between each delivery and before picking up and dropping off food to a consumer.
- If soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Do not provide delivery services if sick. Sick employees are advised to stay home and not return to work until at least 3 days (72 hours) after recovery, which means fever has resolved without the use of fever-reducing medications and there is an improvement in respiratory symptoms (e.g., cough, shortness of breath), **AND** at least 7 days have passed since symptoms first appeared.

### PROPER FOOD HANDLING AND HOLDING



- Food should be packaged in tamper-evident packaging and maintained so that it is not exposed to potential contamination during delivery.
- Delivered food must be transported or held in containers made of smooth, washable and impervious materials that are able to withstand frequent cleaning.
- Maintain clean, insulated carriers in the vehicle for the storage of food during transportation. Carriers should be leak-proof and maintain food at proper holding temperatures.
- When delivery time exceeds 30 minutes, food must be maintained at either cold (below 41°) or hot (above 135°) temperatures.

### PICK UP AND DELIVERY



- Restaurants should have all to-go items packaged and bagged, including utensils, napkins, and condiments. This ensures drivers do not need to touch any additional items during the pick-up transition.
- Advise drivers to maintain social distancing of six feet away from consumers while awaiting orders.
- Drivers must maintain the interior of vehicles in a clean and sanitary manner, including the trunk and/or rear storage areas.
- Drivers must store food inside a clean and disinfected secondary container for transportation.

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### DELIVERY OF FOOD



- Drivers should never touch food, all food must remain in its original packaging.
- Avoid close contact with consumers.
- Recommend drivers arrange with the consumer to leave the food at the doorstep so that consumer can retrieve food once the delivery driver has stepped away.

### OTHER GUIDANCE FOR DELIVERY DRIVERS



- Drivers should use a disinfectant approved by the EPA in accordance with label directions to clean and disinfect common touchpoints.
- Areas that should be cleaned regularly in the vehicle include the steering wheel, radio buttons, gear shift, and door handles.
- Drivers picking up food are allowed to use a restaurant's restroom to perform proper handwashing procedures prior to picking up food for delivery.

### REMINDERS FOR CONSUMERS



- Remove packaged food from delivery bags and dispose of delivery bags or boxes.
- Wash hands with soap and warm water for 20 seconds before handling food and before eating.
- Refrigerate all perishable foods as soon as possible and always within two hours after purchase or delivery if it has not been consumed.
- Food should only be delivered/received from food facilities permitted by a local health jurisdiction.



For more information please contact Consultative Services at (888) 700 – 9995. For more information on COVID-19 visit: <http://publichealth.lacounty.gov> or call the Los Angeles County Information line 2-1-1 which is available 24 hours a day.